

# Care coordination - Chronic Care Program

## ***What is care coordination?***

Care coordination is a service offered by the Chronic Care Program. We help arrange care and clinical services, in the community, that you may want to use to help you live as well as you can with your chronic conditions. You can tell us if you would like us to:

- work with you to arrange clinical services such as appointments with other health professionals and practical assistance to support you to manage your chronic condition
- help you to work out your goals in managing your chronic condition
- share information and teach you how to manage your health and wellbeing
- visit you at your home, and talk with you on the phone
- talk with your GP, specialists and other health care providers about your appointments and care
- help you to plan for your future health care needs.

## ***You can receive care coordination if you live in the ACT and:***

### **have one of the following conditions:**

- heart failure,
- chronic obstructive pulmonary disease,
- Parkinson's disease

### **and receive care from a:**

- cardiologist,
- respiratory specialist,
- neurologist, or
- geriatrician.

If you have a chronic condition(s) not listed above you may be accepted for care coordination if your doctor or health professional can arrange it with the Chronic Care Program Manager.

## ***Who provides care coordination?***

- Care coordination is provided to you by a clinical care coordinator who may be qualified as either a nurse or an allied health professional. When working with you, the clinical care coordinator will always consider your wishes.

## ***How long can I receive care coordination?***

- The length of time a person can receive care coordination is different depending on what each person needs.

## ***How to access care coordination?***

- Your GP, specialist, nurse or other health professional can refer you to the Chronic Care Program. For more information, call the Chronic Care Program on (02) 6244 2273.

### **Accessibility**

If you have difficulty reading a standard printed document and would like an alternative format, please phone 13 22 81.



If English is not your first language and you need the Translating and Interpreting Service (TIS), please call 13 14 50.

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